

Dear Tom,

During the holiday season, Carol and I have often thought and talked about you. In no small measure, we begin 2014 carefree because you arranged the sale of our home.

It is true that good luck plays a role in the brokerage business. As in life though, one must lay the ground work which makes it makes it possible to achieve success. You accomplished this by building the finest website, beautiful print advertising and finally the association with Sotheby's. Based on your evaluation of market conditions in Durango, we priced our home properly. All of this enabled us to find the proverbial "needle in the haystack", our buyer.

Tom, you then showed us your greatest strength by negotiating the price and terms of the transaction. Deals often fall apart before or after a signed contract. This deal held because you kept us focused on important things, yet also paid attention to the details. As Carol said in a note to you after the closing, "you have a fine touch". Nothing would have been possible without your reputation for integrity and the credibility you built in your dealings with us.

Thank you so much, Tom, for your successful efforts in our behalf. All the best to you and Linda for a healthy, happy, and prosperous 2014.

*Norman and Carol*